

# Enterprise Incident Report November 2012

As of 12/4/2012

## Natural Resources

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Natural Resources	Application Services	Danielle Hood	4 0	1 0	5 0
		Dustin Crump	5 0	0 0	5 0
		Mart Gardner	1 0	0 0	1 0
		Tony Larsen	3 0	0 0	3 0
		<b>Assigned to Individual Total</b>	13 0	1 0	14 0
	Billing	Sara Brown	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Capitol Hosting	Kyle Burkhardt	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0

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## Natural Resources

			Low	Medium	FCR Total
Natural Resources	Enterprise Security	Bart Grant	1 0	0 0	1 0
		Bobette Phillips	1 0	0 0	1 0
		Jed Johnson	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Help Desk	Brenda Treadway	11 11	0 0	11 11
		Eileen Dubach	3 3	0 0	3 3
		James Stearns	8 8	0 0	8 8
		Julie VanBeekum	13 13	0 0	13 13
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	8 8	0 0	8 8
		<b>Assigned to Individual Total</b>	44 43	0 0	44 43
	Metro A Help Desk	Ed Conrad	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1
	Metro C Desktop Support	Troy Buchanan	1 0	0 0	1 0

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## Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro C Desktop Support	<b>Assigned to Individual Total</b>	1	0	1
			0	0	0
	Metro C Help Desk	Chris Olson	1	0	1
			1	0	1
		Ross Owen	1	0	1
			1	0	1
		<b>Assigned to Individual Total</b>	2	0	2
			2	0	2
	Metro D Desktop Support	Denise Wardle	24	0	24
			14	0	14
		Dusty Serr	7	0	7
			5	0	5
		Koung Heng	26	0	26
			12	0	12
		Paul Gedge	5	0	5
			0	0	0
		<b>Assigned to Individual Total</b>	62	0	62
			31	0	31
	Metro D Help Desk	Doug Brown	30	0	30
			25	0	25
		John Robinson	24	0	24
			15	0	15
	Metro D Hosting	Matthew Earl	31	0	31
			22	0	22
		<b>Assigned to Individual Total</b>	85	0	85
			62	0	62
	Metro D Hosting	David Hert	1	0	1
			0	0	0

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## Natural Resources

			Low	Medium	FCR Total
Natural Resources	Metro D Hosting	Donny Ford	4 0	0 0	4 0
		Sean McMillan	1 0	0 0	1 0
		Steven Haderlie	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	7 0	0 0	7 0
	Network Operations	Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	1 0	2 0
		<b>Assigned to Individual Total</b>	2 0	1 0	3 0
	PCHELPS Gmail	Chris Olson	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	1 1	0 0	1 1
	Rural Central Desktop Support	Jay Barfuss	8 6	0 0	8 6
		Rod Montoya	4 4	0 0	4 4
		Todd Hardy	4 4	0 0	4 4
		<b>Assigned to Individual Total</b>	16 14	0 0	16 14
	Rural North Desktop Support	Dane Smith	2 0	0 0	2 0

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## Natural Resources

			Low	Medium	FCR Total
Natural Resources	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Rural South Desktop Support	Dan Anthony	2 1	0 0	2 1
		Doug Chaston	8 5	0 0	8 5
		Doug Thornton	4 4	0 0	4 4
		Joel Finlinson	4 3	0 0	4 3
		Lane Adams	4 0	0 0	4 0
		Ryan Bennett	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Silas Aitchison	5 1	0 0	5 1
		<b>Assigned to Individual Total</b>	29 14	0 0	29 14
	Technical Lead/Project Manager	Corona Ngatuvai	1 0	0 0	1 0
		John Stephenson	5 0	1 0	6 0
		Mart Gardner	5 0	0 0	5 0

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## Natural Resources

			Low	Medium	FCR Total
Natural Resources	Technical Lead/Project Manager	Paul Lundell	1 0	0 0	1 0
		Assigned to Individual Total	12 0	1 0	13 0
	Voice Operations	Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	8 2	0 0	8 2
		Assigned to Individual Total	9 2	0 0	9 2
	Voice/Data/WAN Services	T Artis	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		294 170	4 0	298 170
Customer Company Total			294 170	4 0	298 170

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## Natural Resources

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Natural Resources	Application Services	Danielle Hood	4	1	5
			3	1	4
		Dustin Crump	5	0	5
			2	0	2
		Mart Gardner	1	0	1
			1	0	1
		Tony Larsen	3	0	3
			1	0	1
		Assigned to Individual Total	13	1	14
			7	1	8
	Billing	Sara Brown	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Campus Networking	Jordy Davis	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Capitol Hosting	Kyle Burkhardt	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0

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## Natural Resources

			Low	Medium	MIR Total
Natural Resources	Enterprise Security	Bart Grant	1	0	1
			1	0	1
		Bobette Phillips	1	0	1
			0	0	0
		Jed Johnson	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	3	0	3
			1	0	1
	Help Desk	Brenda Treadway	11	0	11
			1	0	1
		Eileen Dubach	3	0	3
			0	0	0
		James Stearns	8	0	8
			0	0	0
		Julie VanBeekum	13	0	13
			2	0	2
		Sarah Johnson	1	0	1
			0	0	0
		Vicky Marrelli	8	0	8
			0	0	0
		<b>Assigned to Individual Total</b>	44	0	44
			3	0	3
	Metro A Help Desk	Ed Conrad	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	1	0	1
			0	0	0
	Metro C Desktop Support	Troy Buchanan	1	0	1
			0	0	0



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## Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro C Desktop Support	<b>Assigned to Individual Total</b>	1	0	1
			0	0	0
	Metro C Help Desk	Chris Olson	1	0	1
			0	0	0
		Ross Owen	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	2	0	2
			0	0	0
	Metro D Desktop Support	Denise Wardle	24	0	24
			2	0	2
		Dusty Serr	7	0	7
			0	0	0
		Koung Heng	26	0	26
			0	0	0
	Metro D Help Desk	Paul Gedge	5	0	5
			0	0	0
		<b>Assigned to Individual Total</b>	62	0	62
			2	0	2
		Doug Brown	30	0	30
	Metro D Hosting		2	0	2
		John Robinson	24	0	24
			3	0	3
		Matthew Earl	31	0	31
			2	0	2
		<b>Assigned to Individual Total</b>	85	0	85
			7	0	7
		David Hert	1	0	1
			0	0	0

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## Natural Resources

			Low	Medium	MIR Total
Natural Resources	Metro D Hosting	Donny Ford	4 1	0 0	4 1
		Sean McMillan	1 0	0 0	1 0
		Steven Haderlie	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	7 1	0 0	7 1
	Network Operations	Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	1 0	2 0
		<b>Assigned to Individual Total</b>	2 0	1 0	3 0
	PCHELPS Gmail	Chris Olson	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Rural Central Desktop Support	Jay Barfuss	8 1	0 0	8 1
		Rod Montoya	4 0	0 0	4 0
		Todd Hardy	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	16 1	0 0	16 1
	Rural North Desktop Support	Dane Smith	2 0	0 0	2 0

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## Natural Resources

			Low	Medium	MIR Total
Natural Resources	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Rural South Desktop Support	Dan Anthony	2 1	0 0	2 1
		Doug Chaston	8 1	0 0	8 1
		Doug Thornton	4 0	0 0	4 0
		Joel Finlinson	4 0	0 0	4 0
		Lane Adams	4 0	0 0	4 0
		Ryan Bennett	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Silas Aitchison	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	29 2	0 0	29 2
	Technical Lead/Project Manager	Corona Ngatuvai	1 1	0 0	1 1
		John Stephenson	5 5	1 1	6 6
		Mart Gardner	5 2	0 0	5 2

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## Natural Resources

			Low	Medium	MIR Total
Natural Resources	Technical Lead/Project Manager	Paul Lundell	1 0	0 0	1 0
		Assigned to Individual Total	12 8	1 1	13 9
	Voice Operations	Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	8 0	0 0	8 0
		Assigned to Individual Total	9 0	0 0	9 0
	Voice/Data/WAN Services	T Artis	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0
	Assigned Group Total		294 33	4 2	298 35
Customer Company Total			294 33	4 2	298 35

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## Natural Resources

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Natural Resources	Application Services	Danielle Hood	4 14.63	1 4.92	5 12.69
		Dustin Crump	5 9.96	0 0.00	5 9.96
		Mart Gardner	1 7.33	0 0.00	1 7.33
		Tony Larsen	3 0.58	0 0.00	3 0.58
		<b>Assigned to Individual Total</b>	13 9.03	1 4.92	14 8.74
	Billing	Sara Brown	1 9.30	0 0.00	1 9.30
		<b>Assigned to Individual Total</b>	1 9.30	0 0.00	1 9.30
	Campus Networking	Jordy Davis	1 0.18	0 0.00	1 0.18
		<b>Assigned to Individual Total</b>	1 0.18	0 0.00	1 0.18
	Capitol Hosting	Kyle Burkhardt	1 0.31	0 0.00	1 0.31
		<b>Assigned to Individual Total</b>	1 0.31	0 0.00	1 0.31

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## Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Enterprise Security	Bart Grant	1 1.28	0 0.00	1 1.28
		Bobette Phillips	1 0.97	0 0.00	1 0.97
		Jed Johnson	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	3 0.75	0 0.00	3 0.75
	Help Desk	Brenda Treadway	11 0.42	0 0.00	11 0.42
		Eileen Dubach	3 0.10	0 0.00	3 0.10
		James Stearns	8 0.20	0 0.00	8 0.20
		Julie VanBeekum	13 1.05	0 0.00	13 1.05
		Sarah Johnson	1 0.24	0 0.00	1 0.24
		Vicky Marrelli	8 0.00	0 0.00	8 0.00
		<b>Assigned to Individual Total</b>	44 0.46	0 0.00	44 0.46
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	1 0.00	0 0.00	1 0.00

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## Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro C Desktop Support	Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Metro D Desktop Support	Denise Wardle	24 0.20	0 0.00	24 0.20
		Dusty Serr	7 0.15	0 0.00	7 0.15
		Koung Heng	26 0.08	0 0.00	26 0.08
		Paul Gedge	5 0.30	0 0.00	5 0.30
		Assigned to Individual Total	62 0.15	0 0.00	62 0.15
	Metro D Help Desk	Doug Brown	30 0.23	0 0.00	30 0.23
		John Robinson	24 0.35	0 0.00	24 0.35
		Matthew Earl	31 0.13	0 0.00	31 0.13
		Assigned to Individual Total	85 0.23	0 0.00	85 0.23
	Metro D Hosting	David Hert	1 0.40	0 0.00	1 0.40

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## Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Metro D Hosting	Donny Ford	4 0.45	0 0.00	4 0.45
		Sean McMillan	1 0.92	0 0.00	1 0.92
		Steven Haderlie	1 0.71	0 0.00	1 0.71
		<b>Assigned to Individual Total</b>	7 0.55	0 0.00	7 0.55
	Network Operations	Kelli Okumura	1 0.78	0 0.00	1 0.78
		Michael Ostrander	1 0.23	1 0.39	2 0.31
		<b>Assigned to Individual Total</b>	2 0.51	1 0.39	3 0.47
	PCHELPS Gmail	Chris Olson	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Jay Barfuss	8 0.19	0 0.00	8 0.19
		Rod Montoya	4 0.00	0 0.00	4 0.00
		Todd Hardy	4 0.00	0 0.00	4 0.00
		<b>Assigned to Individual Total</b>	16 0.10	0 0.00	16 0.10
	Rural North Desktop Support	Dane Smith	2 0.80	0 0.00	2 0.80



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## Natural Resources

			Low	Medium	ATTIR Total
Natural Resources	Rural North Desktop Support	Lori Hartzell	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	3 0.53	0 0.00	3 0.53
	Rural South Desktop Support	Dan Anthony	2 0.84	0 0.00	2 0.84
		Doug Chaston	8 0.27	0 0.00	8 0.27
		Doug Thornton	4 0.00	0 0.00	4 0.00
		Joel Finlinson	4 0.04	0 0.00	4 0.04
		Lane Adams	4 0.19	0 0.00	4 0.19
		Ryan Bennett	1 0.08	0 0.00	1 0.08
		Scott Jesienouski	1 0.55	0 0.00	1 0.55
		Silas Aitchison	5 0.33	0 0.00	5 0.33
		<b>Assigned to Individual Total</b>	29 0.24	0 0.00	29 0.24
	Technical Lead/Project Manager	Corona Ngatuvai	1 15.11	0 0.00	1 15.11
		John Stephenson	5 8.57	1 23.96	6 11.14
		Mart Gardner	5 2.06	0 0.00	5 2.06

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			Low	Medium	ATTIR Total
Natural Resources	Technical Lead/Project Manager	Paul Lundell	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	12 5.69	1 23.96	13 7.10
	Voice Operations	Kelly Johnson	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	8 0.20	0 0.00	8 0.20
		Assigned to Individual Total	9 0.17	0 0.00	9 0.17
	Voice/Data/WAN Services	T Artis	1 0.19	1 0.74	2 0.47
		Assigned to Individual Total	1 0.19	1 0.74	2 0.47
	Assigned Group Total		294 0.90	4 7.50	298 0.99
Customer Company Total			294 0.90	4 7.50	298 0.99

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## Natural Resources

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Natural Resources	Application Services	Danielle Hood	4	1	5
			3	1	4
		Dustin Crump	5	0	5
			2	0	2
		Mart Gardner	1	0	1
			1	0	1
		Tony Larsen	3	0	3
			1	0	1
		Assigned to Individual Total	13	1	14
			7	1	8
	Billing	Sara Brown	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Campus Networking	Jordy Davis	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Capitol Hosting	Kyle Burkhardt	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1

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			Low	Medium	MR Total
Natural Resources	Enterprise Security	Bart Grant	1 0	0 0	1 0
		Bobette Phillips	1 0	0 0	1 0
		Jed Johnson	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	3 1	0 0	3 1
	Help Desk	Brenda Treadway	11 0	0 0	11 0
		Eileen Dubach	3 0	0 0	3 0
		James Stearns	8 0	0 0	8 0
		Julie VanBeekum	13 2	0 0	13 2
		Sarah Johnson	1 0	0 0	1 0
		Vicky Marrelli	8 0	0 0	8 0
		<b>Assigned to Individual Total</b>	44 2	0 0	44 2
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Metro C Desktop Support	Troy Buchanan	1 0	0 0	1 0

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			Low	Medium	MR Total
Natural Resources	Metro C Desktop Support	<b>Assigned to Individual Total</b>	1	0	1
			0	0	0
	Metro C Help Desk	Chris Olson	1	0	1
			0	0	0
		Ross Owen	1	0	1
			0	0	0
		<b>Assigned to Individual Total</b>	2	0	2
			0	0	0
	Metro D Desktop Support	Denise Wardle	24	0	24
			6	0	6
		Dusty Serr	7	0	7
			1	0	1
		Koung Heng	26	0	26
			0	0	0
	Metro D Help Desk	Paul Gedge	5	0	5
			0	0	0
		<b>Assigned to Individual Total</b>	62	0	62
			7	0	7
		Doug Brown	30	0	30
	Metro D Hosting		0	0	0
		John Robinson	24	0	24
			0	0	0
		Matthew Earl	31	0	31
			0	0	0
		<b>Assigned to Individual Total</b>	85	0	85
			0	0	0

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			Low	Medium	MR Total
Natural Resources	Metro D Hosting	Donny Ford	4 1	0 0	4 1
		Sean McMillan	1 0	0 0	1 0
		Steven Haderlie	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	7 1	0 0	7 1
	Network Operations	Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	1 0	2 0
		<b>Assigned to Individual Total</b>	2 0	1 0	3 0
	PCHELPS Gmail	Chris Olson	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	1 0
	Rural Central Desktop Support	Jay Barfuss	8 0	0 0	8 0
		Rod Montoya	4 0	0 0	4 0
		Todd Hardy	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	16 0	0 0	16 0
	Rural North Desktop Support	Dane Smith	2 0	0 0	2 0

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## Natural Resources

			Low	Medium	MR Total
Natural Resources	Rural North Desktop Support	Lori Hartzell	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	3 0	0 0	3 0
	Rural South Desktop Support	Dan Anthony	2 0	0 0	2 0
		Doug Chaston	8 0	0 0	8 0
		Doug Thornton	4 0	0 0	4 0
		Joel Finlinson	4 0	0 0	4 0
		Lane Adams	4 0	0 0	4 0
		Ryan Bennett	1 0	0 0	1 0
		Scott Jesienouski	1 0	0 0	1 0
		Silas Aitchison	5 0	0 0	5 0
		<b>Assigned to Individual Total</b>	29 0	0 0	29 0
	Technical Lead/Project Manager	Corona Ngatuvai	1 1	0 0	1 1
		John Stephenson	5 3	1 1	6 4
		Mart Gardner	5 1	0 0	5 1

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## Natural Resources

			Low	Medium	MR Total	
Natural Resources	Technical Lead/Project Manager	Paul Lundell	1 1	0 0	1 1	
		Assigned to Individual Total	12 6	1 1	13 7	
	Voice Operations	Kelly Johnson	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	8 0	0 0	8 0	
		Assigned to Individual Total	9 0	0 0	9 0	
	Voice/Data/WAN Services	T Artis	1 0	1 0	2 0	
		Assigned to Individual Total	1 0	1 0	2 0	
	Assigned Group Total		294 27	4 2	298 29	
	Customer Company Total			294 27	4 2	298 29



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## Natural Resources

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Natural Resources	Application Services	Danielle Hood	4 20.69	1 4.92	5 17.53
		Dustin Crump	5 14.02	0 0.00	5 14.02
		Mart Gardner	1 7.33	0 0.00	1 7.33
		Tony Larsen	3 11.28	0 0.00	3 11.28
		<b>Assigned to Individual Total</b>	13 14.92	1 4.92	14 14.21
	Billing	Sara Brown	1 9.30	0 0.00	1 9.30
		<b>Assigned to Individual Total</b>	1 9.30	0 0.00	1 9.30
	Campus Networking	Jordy Davis	1 458.69	0 0.00	1 458.69
		<b>Assigned to Individual Total</b>	1 458.69	0 0.00	1 458.69
	Capitol Hosting	Kyle Burkhardt	1 10.25	0 0.00	1 10.25
		<b>Assigned to Individual Total</b>	1 10.25	0 0.00	1 10.25

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As of 12/4/2012

## Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Enterprise Security	Bart Grant	1 1.28	0 0.00	1 1.28
		Bobette Phillips	1 1.11	0 0.00	1 1.11
		Jed Johnson	1 13.85	0 0.00	1 13.85
		<b>Assigned to Individual Total</b>	3 5.41	0 0.00	3 5.41
	Help Desk	Brenda Treadway	11 0.43	0 0.00	11 0.43
		Eileen Dubach	3 0.10	0 0.00	3 0.10
		James Stearns	8 0.20	0 0.00	8 0.20
		Julie VanBeekum	13 1.57	0 0.00	13 1.57
		Sarah Johnson	1 3.39	0 0.00	1 3.39
		Vicky Marrelli	8 0.55	0 0.00	8 0.55
		<b>Assigned to Individual Total</b>	44 0.79	0 0.00	44 0.79
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Troy Buchanan	1 0.00	0 0.00	1 0.00

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## Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro C Desktop Support	<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.00	0 0.00	1 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	2 0.00	0 0.00	2 0.00
	Metro D Desktop Support	Denise Wardle	24 3.55	0 0.00	24 3.55
		Dusty Serr	7 2.16	0 0.00	7 2.16
		Koung Heng	26 0.59	0 0.00	26 0.59
		Paul Gedge	5 0.96	0 0.00	5 0.96
		<b>Assigned to Individual Total</b>	62 1.96	0 0.00	62 1.96
	Metro D Help Desk	Doug Brown	30 0.23	0 0.00	30 0.23
		John Robinson	24 0.61	0 0.00	24 0.61
		Matthew Earl	31 0.25	0 0.00	31 0.25
		<b>Assigned to Individual Total</b>	85 0.35	0 0.00	85 0.35
	Metro D Hosting	David Hert	1 5.56	0 0.00	1 5.56

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## Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Metro D Hosting	Donny Ford	4 4.54	0 0.00	4 4.54
		Sean McMillan	1 0.92	0 0.00	1 0.92
		Steven Haderlie	1 2.28	0 0.00	1 2.28
		<b>Assigned to Individual Total</b>	7 3.84	0 0.00	7 3.84
	Network Operations	Kelli Okumura	1 0.89	0 0.00	1 0.89
		Michael Ostrander	1 0.91	1 0.52	2 0.72
		<b>Assigned to Individual Total</b>	2 0.90	1 0.52	3 0.77
	PCHELPS Gmail	Chris Olson	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Jay Barfuss	8 0.22	0 0.00	8 0.22
		Rod Montoya	4 0.08	0 0.00	4 0.08
		Todd Hardy	4 0.35	0 0.00	4 0.35
		<b>Assigned to Individual Total</b>	16 0.22	0 0.00	16 0.22
	Rural North Desktop Support	Dane Smith	2 0.80	0 0.00	2 0.80

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## Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Rural North Desktop Support	Lori Hartzell	1	0 0.00	1
		<b>Assigned to Individual Total</b>	3 0.80	0 0.00	3 0.80
	Rural South Desktop Support	Dan Anthony	2 0.84	0 0.00	2 0.84
		Doug Chaston	8 0.27	0 0.00	8 0.27
		Doug Thornton	4 0.00	0 0.00	4 0.00
		Joel Finlinson	4 0.04	0 0.00	4 0.04
		Lane Adams	4 0.22	0 0.00	4 0.22
		Ryan Bennett	1 0.08	0 0.00	1 0.08
		Scott Jesienouski	1 0.55	0 0.00	1 0.55
		Silas Aitchison	5 0.50	0 0.00	5 0.50
		<b>Assigned to Individual Total</b>	29 0.28	0 0.00	29 0.28
	Technical Lead/Project Manager	Corona Ngatuvai	1 15.11	0 0.00	1 15.11
		John Stephenson	5 9.41	1 24.68	6 11.95
		Mart Gardner	5 3.67	0 0.00	5 3.67

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## Natural Resources

			Low	Medium	ATTR Total
Natural Resources	Technical Lead/Project Manager	Paul Lundell	1 7.07	0 0.00	1 7.07
		Assigned to Individual Total	12 7.30	1 24.68	13 8.63
	Voice Operations	Kelly Johnson	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	8 0.87	0 0.00	8 0.87
		Assigned to Individual Total	9 0.77	0 0.00	9 0.77
	Voice/Data/WAN Services	T Artis	1 4.55	1 0.77	2 2.66
		Assigned to Individual Total	1 4.55	1 0.77	2 2.66
	Assigned Group Total		294 3.47	4 7.72	298 3.53
Customer Company Total			294 3.47	4 7.72	298 3.53

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## Natural Resources

### Detail

<b>INC000000553631</b>	Kerry Carpenter	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Campus Networking	Jordy Davis	Natural Resources	Low	Resolved	TTR Missed: Yes	458.69
<b>INC000000586395</b>	Lawrence Twitchell	Application	Error	Internet Explorer		TIR Missed: No	0.72
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Closed	TTR Missed: No	1.15
<b>INC000000586414</b>	Lawrence Twitchell	Application	Error	None		TIR Missed: No	0.38
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Closed	TTR Missed: No	0.81
<b>INC000000595490</b>	Mike Nelson	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000597028</b>	Odair De Oliveira	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.73
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	6.99
<b>INC000000598272</b>	Clark Adams	Application	Error	None		TIR Missed: No	0.23
	Network Operations	Michael Ostrander	Natural Resources	Low	Closed	TTR Missed: No	0.91
<b>INC000000599020</b>	Kevin Bunnell	PC/Laptop	Hardware	None		TIR Missed: No	0.43
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	1.81
<b>INC000000599698</b>	Kendall Farnsworth	Application	Error	Microsoft Excel		TIR Missed: Yes	1.67
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Closed	TTR Missed: No	1.67
<b>INC000000600374</b>	Krissy Wilson	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: Yes	1.13
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	1.84
<b>INC000000601183</b>	Deziree Jensen	Telecom	Coverage Path	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	1.80
<b>INC000000601466</b>	Holly Betteridge	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	27.00
<b>INC000000601680</b>	Pam Martin	Application	Error	None		TIR Missed: No	0.40
	Metro D Hosting	David Hert	Natural Resources	Low	Closed	TTR Missed: No	5.56
<b>INC000000601754</b>	Kevin Bunnell	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000601766</b>	Deziree Jensen	Application	Error	Gmail		TIR Missed: No	0.41
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: Yes	29.44
<b>INC000000601797</b>	Dave Hillier	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602029</b>	Julie Lovato	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000602054</b>	Heather Talley	None	None	None		TIR Missed: No	0.14
	Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	0.14
<b>INC000000602088</b>	Dave Hillier	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602159</b>	Mike Suflita	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602160</b>	Bill Leeflang	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602161</b>	Mike Hanson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602162</b>	Nathan Kennard	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602170</b>	Boyd Phillips	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602315</b>	Mike Melton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602361</b>	James Greer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602413</b>	Randy Tarantino	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602415</b>	Boyd Phillips	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602500</b>	Ann Merrill	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.25
<b>INC000000602520</b>	Jennifer E. Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602562</b>	Kathy Donnell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602563</b>	Joseph Donnell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602564</b>	Chris Quatrala	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000602828</b>	Leslie McFarlane	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.42
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.42



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## Natural Resources

<b>INC000000602851</b>	Tyre Holfeltz Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.02 7.31
<b>INC000000602854</b>	Kathy Riser Metro D Desktop Support	Network Denise Wardle	Password Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 7.11
<b>INC000000602914</b>	Matt Breen Rural Central Desktop Support	PC/Laptop Jay Barfuss	Hardware Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000602922</b>	Buck Ehler Metro D Hosting	Application Donny Ford	Reporting Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.59 5.87
<b>INC000000603119</b>	Jason Curry Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603131</b>	Ted Donaldson Metro D Help Desk	None Matthew Earl	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603197</b>	Samuel McKay Rural North Desktop Support	None Lori Hartzell	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603253</b>	Doug Asay Help Desk	Application Julie VanBeekum	None Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603266</b>	Tracy Dunford Help Desk	Mobile Devices Julie VanBeekum	None Natural Resources	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603362</b>	Jerry Schlappi Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603384</b>	Ron S Wilson Rural South Desktop Support	PC/Laptop Silas Aitchison	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603397</b>	Jodi Becker Rural Central Desktop Support	PC/Laptop Rod Montoya	Error Natural Resources	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603424</b>	Rudy Sandoval Metro C Help Desk	Network Ross Owen	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603498</b>	Aaron Hunt Network Operations	Server Kelli Okumura	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.78 0.89
<b>INC000000603532</b>	April Abate Help Desk	Application Vicky Marrelli	Error Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000603539</b>	April Abate Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.31 4.33
<b>INC000000603557</b>	David Nelson Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Natural Resources

<b>INC000000603591</b>	Julie Lovato	Mobile Devices	None	iPhone		TIR Missed: No	0.24
Help Desk	Sarah Johnson	Natural Resources		Low	Closed	TTR Missed: No	3.39
<b>INC000000603633</b>	Ron S Wilson	PC/Laptop	Error	None		TIR Missed: No	0.08
Rural South Desktop Support	Ryan Bennett	Natural Resources		Low	Closed	TTR Missed: No	0.08
<b>INC000000603646</b>	Rudy Sandoval	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.14
Application Services	Dustin Crump	Natural Resources		Low	Closed	TTR Missed: No	0.82
<b>INC000000603709</b>	Diana Vos	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000603757</b>	Kaelyn Anfinson	None	None	None		TIR Missed: No	0.05
Application Services	Dustin Crump	Natural Resources		Low	Closed	TTR Missed: No	1.81
<b>INC000000603840</b>	Holly Betteridge	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000603939</b>	Candace Hutchinson	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources		Low	Closed	TTR Missed: No	0.23
<b>INC000000604047</b>	Tracy Robinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604199</b>	Robert King	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Koung Heng	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604245</b>	Brenda Woolsey	Network	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604302</b>	Wayne Halverson	Application	None	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604358</b>	Terry Monroe	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604434</b>	Robert Fitts	PC/Laptop	Error	None		TIR Missed: Yes	2.03
Metro D Desktop Support	Denise Wardle	Natural Resources		Low	Closed	TTR Missed: Yes	6.16
<b>INC000000604486</b>	Jenny Zickgraf	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604513</b>	Angela Nance	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604527</b>	Gabe Patterson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Natural Resources		Low	Closed	TTR Missed: No	0.00
<b>INC000000604529</b>	Josh Pollock	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Natural Resources		Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000604566</b>	Val Bachman	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604595</b>	Herm Rackl	PC/Laptop	None	None		TIR Missed: Yes	1.19
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	1.19
<b>INC000000604662</b>	Dave Cole	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604665</b>	Robert Leake	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604674</b>	Wes Alexander	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.17
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.84
<b>INC000000604696</b>	Jim Parrish	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	10.56
<b>INC000000604771</b>	Herm Rackl	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604883</b>	Susan Campagna	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604938</b>	Lawrence Burraston	None	None	None		TIR Missed: No	0.21
	Application Services	Tony Larsen	Natural Resources	Low	Closed	TTR Missed: No	2.57
<b>INC000000604958</b>	Josee Seamons	Application	Reporting	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000604964</b>	Josee Seamons	Application	Reporting	Novell GroupWise		TIR Missed: No	0.73
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.73
<b>INC000000605031</b>	Chase Prince	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605144</b>	Dave Hillier	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605164</b>	Tony Wright	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605165</b>	Joe Helfrich	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605171</b>	Kim Nay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605205</b>	Natalie Harmon	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000605299</b>	Tom Munson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605411</b>	Laura Ault	Network	Incident	None		TIR Missed: No	0.92
	Metro D Hosting	Sean McMillan	Natural Resources	Low	Closed	TTR Missed: No	0.92
<b>INC000000605568</b>	Kendra Woodruff	None	None	None		TIR Missed: No	0.03
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.24
<b>INC000000605666</b>	Bill James	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605677</b>	David Wells	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605686</b>	Lucia Malin	Application	Error	None		TIR Missed: No	0.13
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	1.40
<b>INC000000605699</b>	Dave Hillier	Application	None	Novell GroupWise		TIR Missed: No	0.55
	Rural South Desktop Support	Scott Jesienouski	Natural Resources	Low	Closed	TTR Missed: No	0.55
<b>INC000000605768</b>	Mike Nelson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605779</b>	James Meidell	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605782</b>	Tonya Kieffer	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605848</b>	Stephen Hansen	Mobile Devices	Error	Novell GroupWise PDA Connect		TIR Missed: Yes	2.38
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	2.55
<b>INC000000605922</b>	Robert Leake	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605933</b>	Priccilla Craggs	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000605963</b>	Gerald Yearsley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606056</b>	Hal Stout	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606136</b>	Wayne Monroe	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606172</b>	Tracy Dunford	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000606175</b>	Eric Stucki	Application	Error	Gmail		TIR Missed: Yes	23.96
	Technical Lead/Project Manager	John Stephenson	Natural Resources	Medium	Closed	TTR Missed: Yes	24.68
<b>INC000000606180</b>	Robin Cahoon	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606208</b>	Ben Wolford	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606251</b>	Steve Bowman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606274</b>	Dana Dolsen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606342</b>	Randy Thackeray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606402</b>	BJ Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606412</b>	Brandon Baugh	Application	Password	Utah Master Directory		TIR Missed: No	0.72
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.74
<b>INC000000606418</b>	Dennis Ingram	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606460</b>	Alison McCluskey	Application	Password	None		TIR Missed: Yes	1.68
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	1.68
<b>INC000000606576</b>	Christine Swan	Application	Error	Gmail		TIR Missed: Yes	7.33
	Application Services	Mart Gardner	Natural Resources	Low	Closed	TTR Missed: Yes	7.33
<b>INC000000606619</b>	Randy Ford	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606646</b>	Craig Miller	None	None	None		TIR Missed: No	0.11
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.11
<b>INC000000606701</b>	Pete Hess	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606789</b>	Cheryl Gustin	None	None	Gmail		TIR Missed: No	0.00
	PCHELPS Gmail	Chris Olson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606801</b>	Ashley A. Smith	Application	Error	Gmail		TIR Missed: No	0.33
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.72
<b>INC000000606808</b>	Robert Leake	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000606838</b>	Jean Sweet	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606934</b>	Ben Wolford	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000606987</b>	Jodie Anderson	None	None	Gmail		TIR Missed: Yes	12.39
	Technical Lead/Project Manager	John Stephenson	Natural Resources	Low	Resolved	TTR Missed: Yes	12.88
<b>INC000000606988</b>	Candice Hasenyager	Application	None	Gmail		TIR Missed: Yes	4.13
	Technical Lead/Project Manager	Mart Gardner	Natural Resources	Low	Closed	TTR Missed: No	4.13
<b>INC000000607103</b>	Jennifer Jones	Application	Error	None		TIR Missed: No	0.23
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.33
<b>INC000000607161</b>	Jan Morse	Application	Reporting	None		TIR Missed: Yes	4.97
	Technical Lead/Project Manager	Mart Gardner	Natural Resources	Low	Resolved	TTR Missed: Yes	10.13
<b>INC000000607165</b>	Scott Davis	Application	None	Gmail		TIR Missed: Yes	12.20
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: Yes	13.12
<b>INC000000607181</b>	Karen Kendall	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607185</b>	Laura Melling	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607193</b>	Gavin McGregor	None	None	Gmail		TIR Missed: No	0.22
	Technical Lead/Project Manager	Mart Gardner	Natural Resources	Low	Resolved	TTR Missed: No	3.09
<b>INC000000607202</b>	Karen Kendall	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607298</b>	Don Staley	None	None	Gmail		TIR Missed: No	0.76
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	0.83
<b>INC000000607388</b>	Lawrence Twitchell	Application	Error	Gmail		TIR Missed: No	0.50
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Closed	TTR Missed: No	0.50
<b>INC000000607426</b>	Mike Long	None	None	None		TIR Missed: Yes	3.16
	Technical Lead/Project Manager	John Stephenson	Natural Resources	Low	Closed	TTR Missed: No	3.16
<b>INC000000607501</b>	Eric Stucki	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607512</b>	Tammy Kikuchi	None	None	Gmail		TIR Missed: Yes	2.66
	Technical Lead/Project Manager	John Stephenson	Natural Resources	Low	Resolved	TTR Missed: No	2.66
<b>INC000000607539</b>	Murl Rawlins	Network	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000607558</b>	Ryan Riddle	Application	Password	Utah Master Directory	TIR Missed: No	0.14
Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	1.20
<b>INC000000607599</b>	Roger Wilson	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607858</b>	Trail Kreitzer	Application	Password	Utah Master Directory	TIR Missed: No	0.42
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.42
<b>INC000000607889</b>	Buck Ehler	None	None	Gmail	TIR Missed: No	0.11
Technical Lead/Project Manager	Mart Gardner	Natural Resources	Low	Resolved	TTR Missed: No	0.11
<b>INC000000607894</b>	Jodi Becker	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.07
<b>INC000000607961</b>	Jean Sweet	None	None	Gmail	TIR Missed: Yes	9.10
Technical Lead/Project Manager	John Stephenson	Natural Resources	Low	Resolved	TTR Missed: Yes	12.79
<b>INC000000607965</b>	Morgan Caldwell	Mobile Devices	Error	iPhone	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000607974</b>	Clint Sampson	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000608025</b>	Jason Vernon	Application	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000608100</b>	Holly Betteridge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.13
<b>INC000000608101</b>	Travis Bailey	None	None	Gmail	TIR Missed: Yes	11.49
Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: Yes	29.26
<b>INC000000608134</b>	Rick Olson	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000608321</b>	Robin Watson-Christianson	Application	Password	Utah Master Directory	TIR Missed: Yes	1.47
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	1.53
<b>INC000000608323</b>	Jeremy Cook	Application	Password	Utah Master Directory	TIR Missed: Yes	1.53
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	1.56
<b>INC000000608481</b>	Justina Parsons-Bernstein	Network	Error	None	TIR Missed: No	0.58
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	2.82
<b>INC000000608485</b>	Laura Ault	Telecom	Voice Mail	Telephone	TIR Missed: No	0.17
Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	1.33
<b>INC000000608488</b>	Ja Eggett	Application	Password	Utah Master Directory	TIR Missed: Yes	1.17
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.59

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## Natural Resources

<b>INC000000608492</b>	Laura Ault	Application	Error	None		TIR Missed: No	0.71
	Metro D Hosting	Steven Haderlie	Natural Resources	Low	Resolved	TTR Missed: No	2.28
<b>INC000000608502</b>	Garn Birchell	Mobile Devices	Error	Gmail		TIR Missed: Yes	1.11
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.45
<b>INC000000608510</b>	James Lowe	None	None	Gmail		TIR Missed: No	0.90
	Technical Lead/Project Manager	Mart Gardner	Natural Resources	Low	Closed	TTR Missed: No	0.90
<b>INC000000608589</b>	Brenda Woolsey	None	None	Gmail		TIR Missed: No	0.68
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	24.74
<b>INC000000608599</b>	Zeke Clements	None	None	Gmail		TIR Missed: Yes	15.53
	Technical Lead/Project Manager	John Stephenson	Natural Resources	Low	Resolved	TTR Missed: Yes	15.53
<b>INC000000608660</b>	Michael Fiorelli	Application	Password	Gmail		TIR Missed: No	0.46
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.46
<b>INC000000608880</b>	Richard Powell	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000608950</b>	James Greer	None	None	Gmail		TIR Missed: Yes	15.11
	Technical Lead/Project Manager	Corona Ngatuvai	Natural Resources	Low	Closed	TTR Missed: Yes	15.11
<b>INC000000609005</b>	Pat Stokes	None	None	None		TIR Missed: No	0.04
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Closed	TTR Missed: No	0.04
<b>INC000000609158</b>	Amy Canning	None	None	None		TIR Missed: Yes	47.15
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: Yes	47.15
<b>INC000000609227</b>	Heather Talley	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.34
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.93
<b>INC000000609268</b>	Gregg Beukelman	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.20
<b>INC000000609307</b>	Herm Rackl	Application	Error	Gmail		TIR Missed: No	0.16
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.39
<b>INC000000609436</b>	Pat Rainbolt	Application	Password	Utah Master Directory		TIR Missed: Yes	3.70
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	4.32
<b>INC000000609573</b>	Eric Klotz	Application	Error	None		TIR Missed: No	0.05
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.39
<b>INC000000609598</b>	Eric Stucki	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000609610</b>	Tiffany Swaner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00



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## Natural Resources

<b>INC000000609623</b>	Dean Mitchell Metro D Help Desk	Application Doug Brown	Error Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.25
<b>INC000000609649</b>	Jordan Perez Enterprise Security	Application Jed Johnson	Reporting Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 13.85
<b>INC000000609667</b>	Brent Epperson Metro D Help Desk	Application Matthew Earl	Error Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000609704</b>	Meribeth Huizinga Help Desk	Application Brenda Treadway	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	3.26 3.30
<b>INC000000609756</b>	Michael Christensen Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Natural Resources	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.55
<b>INC000000609792</b>	Rod Nielsen Help Desk	Application Vicky Marrelli	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.02 4.41
<b>INC000000609798</b>	Boyd Carrigan Metro D Help Desk	Application John Robinson	Password Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610048</b>	Jenny Zickgraf Voice Operations	Telecom Romanza Hamblin Sorensen	CrossTalk/Noise/Static Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.33
<b>INC000000610292</b>	Megan Blackwelder Application Services	None Danielle Hood	None Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	8.31 8.31
<b>INC000000610319</b>	Robert Blanchard Metro D Help Desk	Application Matthew Earl	Error Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610343</b>	Jenny Zickgraf Application Services	Application Dustin Crump	Reporting Natural Resources	Gmail Low	Resolved	TIR Missed: Yes TTR Missed: Yes	37.35 37.36
<b>INC000000610368</b>	Daniel A Trujillo Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610823</b>	Hobie Willis Help Desk	Application Julie VanBeekum	Password Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610826</b>	Christopher Quick Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.78
<b>INC000000610919</b>	Boyde Blackwell Help Desk	Application Eileen Dubach	None Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000610964</b>	Travis Price Help Desk	Application James Stearns	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.34 0.34
<b>INC000000610999</b>	Travis Price Help Desk	Application Brenda Treadway	Password Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Natural Resources

<b>INC000000611005</b>	Vicky Dyson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.39
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	2.24
<b>INC000000611325</b>	Stacy Stickler	Telecom	None	None		TIR Missed: No	0.05
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.05
<b>INC000000611340</b>	Ken Short	None	None	None		TIR Missed: No	0.01
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	1.90
<b>INC000000611434</b>	Roger Mellenthin	Application	Error	Microsoft Word		TIR Missed: No	0.62
	Rural North Desktop Support	Dane Smith	Natural Resources	Low	Resolved	TTR Missed: No	0.62
<b>INC000000611437</b>	Marisa Egbert	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.31
<b>INC000000611455</b>	Rory Levorsen	Network	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000611582</b>	Michael Fiorelli	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Paul Lundell	Natural Resources	Low	Resolved	TTR Missed: Yes	7.07
<b>INC000000611596</b>	Chris Koehler	Application	Error	Gmail		TIR Missed: No	0.63
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	3.36
<b>INC000000611609</b>	Sean Spencer	Application	Error	Internet Explorer		TIR Missed: No	0.46
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.46
<b>INC000000611618</b>	Trina Hedrick	Application	Error	None		TIR Missed: No	0.04
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.04
<b>INC000000612061</b>	Janette Lucero	Application	Reporting	None		TIR Missed: No	0.35
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: Yes	9.80
<b>INC000000612083</b>	Todd Adams	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	1.16
<b>INC000000612088</b>	Brent Johnson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000612121</b>	Brent Stettler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000612125</b>	Thomas Dempster	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000612272</b>	Chris Harvey	Application	Password	Utah Master Directory		TIR Missed: No	0.31
	Capitol Hosting	Kyle Burkhardt	Natural Resources	Low	Resolved	TTR Missed: Yes	10.25
<b>INC000000612327</b>	Gary Peck	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000612338</b>	Joshua Carver	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612529</b>	Marisa Egbert	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612559</b>	Blaine Cox	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612564</b>	Robert P Johnson	Application	Error	Gmail	TIR Missed: Yes	4.04
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	4.04
<b>INC000000612591</b>	Tammy Kikuchi	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612608</b>	Amy Vande Voort	Application	Reporting	Gmail	TIR Missed: No	0.40
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.40
<b>INC000000612689</b>	Sarah Shaughnessy	Telecom	Call/Receive	Telephone	TIR Missed: No	0.06
Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.16
<b>INC000000612717</b>	Julie Lovato	None	None	None	TIR Missed: Yes	9.30
Billing	Sara Brown	Natural Resources	Low	Resolved	TTR Missed: Yes	9.30
<b>INC000000612808</b>	Marisa Egbert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000612864</b>	Ammon McDonald	Application	Error	Gmail	TIR Missed: Yes	1.31
Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: Yes	6.09
<b>INC000000613086</b>	Jessica Nielson	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613104</b>	Robyn Pearson	None	None	None	TIR Missed: No	0.02
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	0.02
<b>INC000000613112</b>	Jenny Zickgraf	Application	Error	M86	TIR Missed: Yes	1.28
Enterprise Security	Bart Grant	Natural Resources	Low	Resolved	TTR Missed: No	1.28
<b>INC000000613185</b>	Margo Leech	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613242</b>	Marni Lee	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613301</b>	Wayne Gustaveson	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613303</b>	Jason D. Jones	None	None	None	TIR Missed: No	0.39
Network Operations	Michael Ostrander	Natural Resources	Medium	Resolved	TTR Missed: No	0.52

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## Natural Resources

<b>INC000000613311</b>	George Blommer	Network	Virus	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613321</b>	Wayne Gustaveson	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613363</b>	Kim Nay	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613529</b>	Janette Lucero	None	None	None		TIR Missed: No	0.16
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.79
<b>INC000000613638</b>	Natalie Brewster-Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613645</b>	Aaron Spencer	Application	Error	None		TIR Missed: No	0.60
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	2.57
<b>INC000000613697</b>	Stan Gurley	Application	Password	Utah Master Directory		TIR Missed: No	0.18
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.18
<b>INC000000613778</b>	Pam Kramer	None	None	Gmail		TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613797</b>	Jennifer Biggs	None	None	Gmail		TIR Missed: No	0.97
	Enterprise Security	Bobette Phillips	Natural Resources	Low	Resolved	TTR Missed: No	1.11
<b>INC000000613804</b>	Mike Styler	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	0.02
<b>INC000000613829</b>	James Christensen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613831</b>	Kathy Donnell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Natural Resources	Low	Resolved	TTR Missed: No	1.39
<b>INC000000613853</b>	Kelly Horne	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000613872</b>	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614118</b>	Roger Mellenthin	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000614304</b>	Barry Nielsen	Application	Password	PGP		TIR Missed: No	0.16
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	0.16
<b>INC000000614452</b>	Robin Cahoon	Application	Password	Utah Master Directory		TIR Missed: No	0.21
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.21

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## Natural Resources

<b>INC000000614528</b>	Ron S Wilson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.06
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low Resolved	TTR Missed: No	0.06
<b>INC000000614547</b>	Jeremy Cook	None	None	None	TIR Missed: No	0.97
	Rural North Desktop Support	Dane Smith	Natural Resources	Low Resolved	TTR Missed: No	0.97
<b>INC000000614612</b>	Travis Nowers	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000614633</b>	Kevin Bunnell	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000614660</b>	Travis Nowers	Application	Error	None	TIR Missed: No	0.10
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.91
<b>INC000000614691</b>	Stevie Emerson	Telecom	Hardware	Telephone	TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Natural Resources	Low Resolved	TTR Missed: No	4.55
<b>INC000000614836</b>	Diana Ludwig	Application	None	Mozilla Firefox	TIR Missed: No	0.38
	Metro D Help Desk	Matthew Earl	Natural Resources	Low Resolved	TTR Missed: No	0.38
<b>INC000000614851</b>	Val Anderson	Application	Error	None	TIR Missed: No	0.11
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	2.58
<b>INC000000614884</b>	Susan Zarekarizi	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000614969</b>	Jennifer Biggs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615099</b>	Joseph Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615134</b>	Randy Thackeray	Application	Error	Gmail	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low Resolved	TTR Missed: No	0.02
<b>INC000000615178</b>	Blanche Smith	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615179</b>	Dianne Davis	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615219</b>	Travis Nowers	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615276</b>	Randy Thackeray	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Natural Resources	Low Resolved	TTR Missed: No	0.00
<b>INC000000615288</b>	Travis Nowers	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low Resolved	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000615310</b>	Tammy Wright	Application	None	Gmail		TIR Missed: No	0.09
Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.09	
<b>INC000000615316</b>	Glenn Beagle	Application	Password	Utah Master Directory		TIR Missed: No	0.22
Help Desk	Eileen Dubach	Natural Resources	Low	Resolved	TTR Missed: No	0.22	
<b>INC000000615322</b>	Janette Lucero	Application	Error	None		TIR Missed: No	0.22
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	1.32	
<b>INC000000615356</b>	Brad Chandler	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000615407</b>	Vicky Clarke	EIS Hardware	PC/Laptop	None		TIR Missed: No	1.00
Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	2.92	
<b>INC000000615498</b>	Steve Newton	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.28	
<b>INC000000615530</b>	Rory Levorsen	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000615606</b>	Chris Jensen	Application	Error	None		TIR Missed: Yes	1.09
Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	1.31	
<b>INC000000615617</b>	Rebecca Bastian	Application	Password	Utah Master Directory		TIR Missed: No	0.07
Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.16	
<b>INC000000615650</b>	Brent Stettler	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.07	
<b>INC000000615658</b>	Priscilla Burton	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.02	
<b>INC000000615661</b>	Brent Stettler	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.02	
<b>INC000000615720</b>	Nicole Dennison	Telecom	Call/Receive	Telephone		TIR Missed: No	0.74
Voice/Data/WAN Services	T Artis	Natural Resources	Medium	Resolved	TTR Missed: No	0.77	
<b>INC000000615803</b>	Lance Weaver	Server	Error	None		TIR Missed: No	0.08
Metro D Hosting	Donny Ford	Natural Resources	Low	Resolved	TTR Missed: Yes	10.98	
<b>INC000000615950</b>	Shawn Bagley	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00	
<b>INC000000615951</b>	Doug Sakaguchi	Application	Error	Gmail		TIR Missed: No	0.58
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.58	
<b>INC000000615957</b>	Val Anderson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00	

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## Natural Resources

<b>INC000000615963</b>	Natalie Brewster-Wilson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.27
<b>INC000000616028</b>	Natalie Brewster-Wilson	Telecom	Coverage Path	Telephone		TIR Missed: No	0.00
	Voice Operations	Kelly Johnson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616048</b>	Dana Dredge	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.81
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.50
<b>INC000000616063</b>	Suzette Fowlks	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	5.38
<b>INC000000616093</b>	Zane Olsen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616107</b>	Richard Giraud	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616211</b>	Mark L Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.77
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Resolved	TTR Missed: No	0.77
<b>INC000000616227</b>	Chris Koehler	Application	Password	Utah Master Directory		TIR Missed: No	0.85
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.90
<b>INC000000616233</b>	Ken Short	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616237</b>	Robin Cahoon	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616359</b>	Teri Paul	Application	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616426</b>	Jason Eddins	None	None	None		TIR Missed: Yes	4.92
	Application Services	Danielle Hood	Natural Resources	Medium	Resolved	TTR Missed: Yes	4.92
<b>INC000000616465</b>	Justina Parsons-Bernstein	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616469</b>	Della Kay Higham	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616716</b>	Terri Jeter	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616717</b>	Debbie Stufflebeam	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000616831</b>	Leslie Heppler	Application	Error	None		TIR Missed: No	0.20
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	1.54

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## Natural Resources

<b>INC000000616930</b>	Joe Helfrich	Application	Error	None		TIR Missed: No	0.20
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.20
<b>INC000000617032</b>	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617264</b>	Gayle Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617532</b>	Della Kay Higham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617580</b>	Teri Akiyama	None	None	None		TIR Missed: No	0.47
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.65
<b>INC000000617606</b>	Dennis Carroll	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617779</b>	Catherine Jensen	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617801</b>	Gayle Allred	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000617943</b>	Herm Rackl	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000618053</b>	Dale Liechty	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Resolved	TTR Missed: No	0.04